



Mr. Daniel Kwok Kai-hing

Initiative Leader

Supportive Work-team for Active-ageing Network

Vocational Training Council

Mr. Daniel Kwok Kai Hing received his Bachelor of Social Science and Postgraduate Diploma in Education from the Chinese University of Hong Kong, and Master of Business and Administration from the City University of Hong Kong. He is currently a PhD candidate in Education of the Central China Normal University, PRC. He has been a practitioner in education and vocational training for over 30 years and has extensive skills and knowledge in academic planning and administration, curriculum development and quality assurance.

Mr. Daniel Kwok Kai Hing is now the Principal of Hong Kong Institute of Vocational Education (Morrison Hill) and the Academic Director of Child Education and Community Services Discipline, Vocational Training Council (VTC). He has always been actively engaged in voluntary services and social services, particularly in elderly sector. He is currently the Vice Chairman of Youth Elderly Care Movement and the Honorary Advisor of the Advisory Committee of Grandparents' Day organized by Hong Kong Association of Senior Citizens. He was appointed as the Initiative Leader for the Supportive Work-team for Active-ageing Network (SWAN) Project, which was commissioned in February 2013 by VTC to raise the awareness and knowledge of colleagues and students across disciplines about ageing population and concept of active ageing, and advocate an organizational culture of respecting and caring for the elders.

Aside from being the Visiting Professor of Shunde Polytechnic, PRC, Mr. Kwok also serves as Political Consultative Committee Member of Chongqing, PRC, Executive Committee Member of Overseas Friendship Associations of Shandong Province, Chongqing City and Shantou City, Secretary General of Kowloon West Chaoren Association and Vice President of Hong Kong Economic & Trade Association, Hong Kong. He has been honored by Linyi City (Shandong Province), PRC as Honorary Citizen.

Development of Network and Platform for Enhancing Elderly Services

NGOs and service operators in the elderly care sectors in Hong Kong have voiced out the present difficulties: high staff turnover, recruitment difficulties, shortage of manpower supply and insufficient training etc. This presentation will try to address some of these issues by exploring possible strategies to enhance elderly services.

First, providing manpower support to elderly care industry by increasing the number of total workforce and enhancing training for the workforce to support “Ageing in Place” will address the core part of the challenge. Support from the government including policy and wage increment can potentially attract more frontline workers. Promising career prospects should be drawn up immediately in order to retain experienced staff. Training to upgrade the knowledge, practical skills, professional ethics and mentality of the existing staff and the newcomers of the industry are also required.

Second, it is proposed to build an age-friendly community in which the policies, services and structures related to the physical and social environment are designed in terms of accessibility, affordability and safety to help seniors age actively and gracefully. This involves cultural and environmental changes as well as a paradigm shift of career education and skill training.

Finally, drawing up a structured career pathway, developing professional recognitions and an articulation ladder for frontline workforce and supervisory positions for the industry will attract more new blood to join the industry. A possible recommendation is to create a new position entitled Health Care Executive between the positions of health worker and home manager. Overseas experience in Asia Pacific region and Western countries can be taken as reference to build up professionalism that meet with international standard. For example, overseas recognitions such as Society of Certified Senior Advisors and National Academy of Certified Care Managers could be sought.

VTC, as a statutory body with its expertise in manpower training for the middle level and frontline workers, and close connections with the industry, could coordinate different stakeholders and the industry to investigate and draw up a more structured career pathway.

Supportive Work-team for Active-ageing Network (SWAN) of VTC, established in February 2013, serves as the coordination point for active ageing and elderly service network within the VTC. It aims to develop alliance with the elderly industry to support the ageing population in Hong Kong and raise the awareness and knowledge of colleagues and students about ageing population. SWAN, on behalf of VTC, could take the supporting and coordinating role for the above suggestions.